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**BEFORE THE BOARD OF PATENT APPEALS  
AND INTERFERENCES**

Application Number: 10/616515

Filing Date: July, 9, 2003

Appellant(s): Hunter Sinclair, Adam Klein, James Grantges, John Crane,  
Abel Law, Nicholas Macron, Nishant Jain, David Richard

Jeffrey G. Toler (38,342)  
For Appellant

**EXAMINER'S ANSWER**

This is in response to the appeal brief filed January 26, 2009 appealing from the Office action mailed July 25, 2008.

**(1) Real Party in Interest**

A statement identifying by name the real party in interest is contained in the brief.

**(2) Related Appeals and Interferences**

The examiner is not aware of any related appeals, interferences, or judicial proceedings which will directly affect or be directly affected by or have a bearing on the Board's decision in the pending appeal.

**(3) Status of Claims**

The statement of the status of claims contained in the brief is correct.

**(4) Status of Amendments After Final**

The appellant's statement of the status of amendments after final rejection contained in the brief is correct.

**(5) Summary of Claimed Subject Matter**

The summary of claimed subject matter contained in the brief is correct.

**(6) Grounds of Rejection to be Reviewed on Appeal**

The appellant's statement of the grounds of rejection to be reviewed on appeal is correct.

**(7) Claims Appendix**

The copy of the appealed claims contained in the Appendix to the brief is correct.

**(8) Evidence Relied Upon**

|                    |            |         |
|--------------------|------------|---------|
| US 6615276 B1      | MASTRIANNI | 09-2003 |
| US 6799286 B1      | EVANS      | 09-2004 |
| US 6778651 B1      | JOST       | 08-2004 |
| US 2003/0182556 A1 | SUNDER     | 09-2003 |
| US 2004/0036679 A1 | EMERSON    | 02-2004 |
| US 2004/0148362 A1 | FRIEDMAN   | 04-2009 |

**(9) Grounds of Rejection**

The following ground(s) of rejection are applicable to the appealed claims:

Claims 1, 9-14, and 25-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mastrianni et al, U.S. Patent US 6,615,276 B1 in view of Evans et al (hereinafter Evans), U.S. Patent 6,799,286, and in further view of Jost et al (hereinafter Jost), U.S. Patent 6,778,651 B1 and Sunder et al (hereinafter Sunder), U.S. Patent Publication, US 2003/0182556.

As per Claims 1 and 14, Mastrianni in view of Evans and in further view of Jost and Sunder discloses a connection manager (Connection Manager 208) [Fig. 2 & 3] comprising:

a dialer (Dialer) [Fig. 7 & 8] configured to interact with a modem to provide a connection to a service provider;

a graphical user interface configured to manipulate parameters associated with the connection, the graphical user interface including a form component, wherein the form component includes a text entry component (Dialer GUI) [Figs. 3-8] [col 3, L50-52]; and

an advice window configured to be displayed with the graphical user interface in response to a user entry of text into the text entry component [Jost: Figs. 40, 45, and 46], wherein the advice window is selectively displayed after the user entry of text fails to match one of a plurality of known domain name [Sunder: Figs. 6, 8, and 15-18] (e.g. Login "Domain" extension) [0079] [0088] [Figs. 6 and 19].

Mastrianni discloses as his invention a software facility for administering and executing connectivity and information management tasks for a portable device, includes a module for selectively adding, deleting, and editing a location object, and a module for selectively initiating a request for a connection, disconnection, and information synchronization, based on the location object. The location object represents all location-specific information for the portable device and includes an

information object including information management tasks that must be performed for a specific location for the portable device to connect to a remote network [Abstract].

But while Mastrianni discloses substantial features of the invention such as the connection manager of claim 1, he does not expressly disclose the manager wherein the advice window is displayed if a caps lock feature is active. The added feature is disclosed by Evans in a related feature.

Evans discloses as his invention methods and arrangements that automatically display error information during a logon process or other similar process. The method and arrangements automatically display error information associated with a user input field through the use of non-modal display mechanisms within a graphical interface unit. The method and arrangements monitor user input activities and automatically stop displaying the error information upon subsequent user input. The methods and arrangements may also stop the display of the error information after a defined period of time has elapsed. A tip balloon is one type of a non-modal display mechanism that does require the user to respond and does not interfere graphically and/or operationally with the ongoing graphical user interface supported process [Abstract].

In particular, Evans teaches that a non-modal, error balloon 118 (window) is selectively displayed within a graphical user interface (GUI) display 100 on display 47 in an attempt to assist a user attempting to logon to computer 20. The user is told of the error from a previous password entry, and provided with a suggestion (advice) about retyping the password with the Caps Lock key off [col 3, L50-60].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to combine and/or modify Mastrianni's invention with the added feature of the manager wherein the advice window is displayed if a caps lock feature is active, as disclosed by Evans, for the motivation of providing error information, in a non-modal manner, within a GUI computing environment [col 1, L10-5 & 61-67].

Further, while the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited features of an advice window configured to be displayed with the graphical user interface in response to a user entry of text into the text entry component, wherein the advice window is selectively displayed after the user entry of text fails to match one of a plurality of known domain name is expressly disclosed by Jost and Sunder in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the service order sources, a databases and an interface to network elements that provide the communication services. The service management system also includes an interface to query the database and network elements to perform debugging and error correction [Abstract]. In particular, Jost discloses the additionally recited feature of an advice window configured to be displayed with the graphical user interface in response to a user entry of text into the text entry component (e.g., Message Information: 'Error

Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

Moreover, while the combination of Mastrianni and Evans and Jost discloses substantial features of the invention, as above, the additionally recited feature of wherein the advice window is selectively displayed after the user entry of text fails to match one of a plurality of known domain name is expressly disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for providing a 'secure connection' application in a multi-party access environment including a plurality of service providers. The method includes generating a customized connection application and cryptographically signing the customized connection application [Abstract] [0005]. In particular, Sunder discloses the additionally recited feature of wherein the advice window is selectively displayed after the user entry of text fails to

match one of a plurality of known domain name [Sunder: Figs. 6, 8, and 15-18] (e.g. Login “Domain” extension) [0079] [0088] [Figs. 6 and 19].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans and Jost with the above said added feature, as disclosed by Sunder, for the motivation of providing remote network connections and more particularly to securing a customized connection application [0002-0004].

As per Claim 9, Mastrianni in view of Evans and in further view of Jost and Sunder discloses the connection manager of claim 1, further comprising: a list of phone numbers retrievable from a memory device and associated with the service provider, each phone number in the list of phone numbers having an associated priority number.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager of claim 1, the added feature of the manager further comprising: a list of phone numbers retrievable from a memory device and associated with the service provider, each phone number in the list of phone numbers having an associated priority number. is expressly disclosed by Sunder in a related feature.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or “Dialer”). The method includes

assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager the manager further comprising: a list of phone numbers retrievable from a memory device and associated with the service provider, each phone number in the list of phone numbers having an associated priority number, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 10, Mastrianni in view of Evans and in further view of Jost and Sunder discloses the connection manager of claim 9, wherein the phone numbers in the list of phone numbers are sorted in accordance with the priority number and wherein the phone numbers in the order as sorted are sequentially used in attempts to connect to

the service provider.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager of claim 9, the added feature of the manager wherein the phone numbers in the list of phone numbers are sorted in accordance with the priority number and wherein the phone numbers in the order as sorted are sequentially used in attempts to connect to the service provider is disclosed by Sunder in a related feature.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. With particular reference to Figures 4, 5, and 9 Sunder discloses the phone numbers of the plurality of access points sorted in accordance with a 'priority' order (POP selection criteria weights) [Figs. 4 & 9] and accessed sequentially in attempts to connect to the service provider [Fig. 4].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added

feature of the manager wherein the phone numbers in the list of phone numbers are sorted in accordance with the priority number and wherein the phone numbers in the order as sorted are sequentially used in attempts to connect to the service provider, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 11, Mastrianni (in view of Evans in view of Jost and in further view of Sunder) discloses the connection manager of claim 9, further comprising: an update tool configured to interact with the service provider to manipulate the list of phone numbers [Figs. 7 & 8].

As per Claim 12, Mastrianni (in view of Evans in view of Jost and in further view of Sunder) discloses the connection manager of claim 11, wherein phone numbers in the list of phone numbers are edited [Figs. 7 & 8] [Abstract].

As per Claim 13, Mastrianni (in view of Evans in view of Jost and in further view of Sunder) discloses the connection manager of claim 11, wherein priority numbers associated with the list of phone numbers are edited using the update tool [Figs. 7 & 8] [Abstract].

As per Claim 22, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, further comprising: sorting a list of phone numbers to produce a priority sorted list, each phone number in the list of phone numbers associated with an associated priority number, wherein the sorting is conducted in accordance with the priority numbers.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager of claim 1, the added feature of the manager further comprising: sorting a list of phone numbers to produce a priority sorted list, each phone number in the list of phone numbers associated with an associated priority number, wherein the sorting is conducted in accordance with the priority numbers is disclosed by Sunder in a related feature.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager further comprising sorting a list of phone numbers to produce a priority sorted list, each phone number in the list of phone numbers associated with an associated priority number, wherein the sorting is conducted in accordance with the priority numbers, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 23, Mastrianni in view of Evans and in further view of Jost and Sunder discloses the method of claim 22, further comprising directing the dialer to dial a phone number from the priority sorted list.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager of claim 1, the added feature of the manager further comprising directing the dialer to dial a phone number from the priority sorted list is disclosed by Sunder in a related feature.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes

assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. Sunder expressly discloses the added feature of the manager further comprising directing the dialer (26) to dial a phone number from the priority sorted list [Fig. 4].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Emerson with the added feature of the manager further comprising directing the dialer to dial a phone number from the priority sorted list, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 24, Mastrianni (in view of Evans in view of Jost and in further view of Sunder) discloses the method of claim 22, further comprising: activating an update tool configured to communicate with the service provider for the purpose of manipulating the

list of phone numbers [Fig. 8].

As per Claim 25, Mastrianni in view of Evans and in further view of Jost and Sunder discloses a connection manager (Connection Manager) [Figs. 3 & 4] comprising:

a dialer (Dialer) [Fig. 7 & 8] to interact with a modem [Fig. 5] to provide a connection to a service provider;

an error handling component configured to apply diagnostic logic *to an error associated with the dialer*;

an error handling user interface configured to display a query and acquire a response from a user, wherein the query is configured to ask permission from a user to allow the error handling component to perform one or more actions when applying the diagnostic logic to address the error associated with the dialer; and

an error handling message proxy configured to provide communication between the error handling component and the error handling user interface

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager and dialer of claim 1, the dialer interacting with a modem to provide a connection to a service provider, the additional recited features of the manager further comprising an error handling component configured to apply diagnostic logic *to an error associated with the dialer* , wherein the query is configured to ask permission from a user to allow the error handling component to perform one or more actions when applying the diagnostic logic

to address the error associated with the dialer; an error handling user interface configured to display a query and acquire a response from a user; and an error handling message proxy configured to provide communication between the error handling component and the error handling user interface are disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5].

In particular, Sunder discloses the added features of the manager and dialer further comprising an error handling component (SQM Process Tool 86 / SQM Agent 28) [0094-0099] configured to apply diagnostic logic *to an error associated with the dialer* (Error Codes) [0099-0110] wherein the query is configured to ask permission from a user to allow the error handling component to perform one or more actions when applying the diagnostic logic to address the error associated with the dialer; and an error handling user interface configured to display a query and acquire a response from a user (GUI 32); and an error handling message proxy (Server 35) [Fig.3] configured to

provide communication between the error handling component and the error handling user interface [0016-0025] [0046] [0057-0059] [0080-0081] [Figs. 3-7].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the above said added feature, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

Additionally, the recited feature of a user-query, such as an advice window or a message / help balloon that "asks for permission from a user to allow the error handling component to perform one or more actions...to address the error" is expressly disclosed by Emerson (e.g., display of *Visual Message Indicator* or Alert / Balloon or Help Message to the user, in the case of 'user input error', for example) [Abstract].

As per Claim 26, Mastrianni in view of Evans and in further view of Jost and Sunder discloses the connection manager of claim 25, wherein the error handling component (SQM Process Tool 86 / SQM Agent 28) [0094-0099] directs the error handling user interface (GUI 32) to display a user query (e.g. message) in response to detecting the error [0099-0112].

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager and dialer of claim 1, the dialer interacting with a modem to provide a connection to a service provider, the added feature of the manager further comprising wherein the error handling component directs the error handling user interface to display a user query in response to detecting the error is disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. In particular, Sunder discloses the added features of the manager wherein the error handling component (SQM Process Tool 86 / SQM Agent 28) [0094-0099] directs the error handling user interface (GUI 32) to display a user query (e.g. message / Error Codes returned to the user) in response to detecting the error [0099-0112].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager wherein the error handling component directs the error handling

user interface to display a user query in response to detecting the error, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 27, Mastrianni in view of Evans and in further view of Jost and Sunder discloses the connection manager of claim 25, wherein the error handling component performs a parameter test in response to a user action associated with the error handling user interface.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager and dialer of claim 1, the dialer interacting with a modem to provide a connection to a service provider, the additionally recited feature of the manager wherein the error handling component performs a parameter test in response to a user action associated with the error handling user interface is disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then

arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. In particular, Sunder discloses the added features of the manager wherein the error handling component performs a parameter test in response to a user action associated with the error handling user interface (e.g. collecting POPs performance data or 'parameters') [0098-0110].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager wherein the error handling component performs a parameter test in response to a user action associated with the error handling user interface, as disclosed by Sunder, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 28, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the connection manager of claim 25, wherein the error handling component *changes a parameter value* (e.g. POPs priority / associated weight) in

response to a user action (connection /reconnection attempt with one or more prioritized POPs) associated with the error handling user interface (GUI 32) [0112] [Fig. 7].

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager and dialer of claim 1, the dialer interacting with a modem to provide a connection to a service provider, the additional recited feature of the manager wherein the error handling component *changes a parameter value* in response to a user action associated with the error handling user interface is disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. In particular, Sunder discloses the added features of the manager wherein the error handling component *changes a parameter value* (e.g. POPs priority / associated weight) in response to a user action (connection /reconnection attempt with one or more prioritized POPs) associated with the error handling user interface (GUI 32) [0112] [Fig. 7].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager wherein the error handling component *changes a parameter value* in response to a user action associated with the error handling user interface, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 29, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the connection manager of claim 25, wherein the *error* is selected from a group consisting of an *authentication failure, a modem port availability failure, a port disconnection failure, a server response error, a line busy error, a no answer error, a dial tone failure*.

While the combination of Mastrianni, Evans and Jost discloses substantial features of the invention such as the connection manager and dialer of claim 1, the dialer interacting with a modem to provide a connection to a service provider, the additional recited feature of the manager wherein the *error* is selected from a group consisting of an *authentication failure, a modem port availability failure, a port disconnection failure, a server response error, a line busy error, a no answer error, a dial tone failure* is disclosed by Sunder in a related endeavor.

Sunder discloses as his invention a method and system for managing a network connection application (Connection Application 26 or "Dialer"). The method includes assigning a plurality of selection criteria to each connection point wherein each selection criteria bearing an associated selection weight. The connection points are then arranged in a prioritized order in a priority list used by the connection application to connect to any of the connection points (Points of Presence /POPs). The prioritized order is based on the selection criteria and associated selection weights. The prioritized list is then made available for use by the connection application [Abstract] [0030-0031] [0053] [0057] [Figs. 2-5]. In particular, Sunder discloses the added features of the manager wherein the *error* is selected from a group consisting of an *authentication failure, a modem port availability failure, a port disconnection failure, a server response error, a line busy error, a no answer error, a dial tone failure* [0099-0110].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans and Jost with the added feature of the manager wherein the *error* is selected from a group consisting of an *authentication failure, a modem port availability failure, a port disconnection failure, a server response error, a line busy error, a no answer error, a dial tone failure*, for the motivation of providing a system for managing connection of a connection application, such as a Dialer, to one of a plurality of connection points [0001], to provide ISPs with the ability to offer Internet roaming solutions, especially to business customers [0003] and to prioritize network access points [0004].

As per Claim 30, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses a method to manage connecting a computation device to a service provider, the method comprising:

- initiating an error handling component associated with a dialer, the dialer configatred to interact with a modem to provide a connection to a service provider;
- detecting an error associated with the dialer using the error handling component;
- directing an error handling user interface to display a user query, wherein the directing is performed by the error handling component; and
- performing a parameter test using the error handling component ha response to a user input associated with the error handling user interface.

Claim 30 recites the same limitations as Claim 25, except for the added limitation of performing a parameter test using the error handling component in response to a user input associated with the error handling user interface, also disclosed by Sunder (e.g. collecting POPs performance data or 'parameters') [0098-0110], and is thus rejected on the same basis.

As per Claim 31, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses a method of claim 30, further comprising manipulating a parameter using the error handling component in response to a user action associated with the error handling user interface.

Claim 31 recites the same limitation as Claim 28 and is thus rejected on the same basis.

As per Claim 32, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses a method of claim 30, wherein the error is selected from a group consisting of an authentication failure, a modem port availability failure, a port disconnection failure, a server response error, a line busy error, a no answer error, and a dial tone failure.

Claim 32 recites the same limitation as Claim 29 and is thus rejected on the same basis.

As per Claim 33, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, wherein displaying the advice window comprises displaying a statement encouraging correction of the user entry of text.

While the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited feature of wherein displaying the advice window comprises displaying a statement encouraging correction of the user entry of text is expressly disclosed by Jost in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the

service order sources, a databases and an interface to network elements that provide the communication services. The service managements system also includes an interface to query the database and network elements to perform debugging and error correction [Abstract]. In particular, Jost discloses the additionally recited feature of wherein displaying the advice window comprises displaying a statement encouraging correction of the user entry of text (e.g., Message Information: 'Error Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

As per Claim 34, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, wherein displaying the advice window comprises displaying a suggested alternative to the user entry of text.

While the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited feature of wherein displaying the advice window comprises displaying a suggested alternative to the user entry of text is expressly disclosed by Jost in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the service order sources, a databases and an interface to network elements that provide the communication services. The service managements system also includes an interface to query the database and network elements to perform debugging and error correction [Abstract]. In particular, Jost discloses the additionally recited feature of wherein displaying the advice window comprises displaying a suggested alternative to the user entry of text (e.g., Message Information: 'Error Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

As per Claim 35, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, wherein displaying the advice window comprises displaying an offer to change the user entry of text.

While the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited feature of wherein displaying the advice window comprises displaying an offer to change the user entry of text is expressly disclosed by Jost in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the service order sources, a databases and an interface to network elements that provide the communication services. The service management system also includes an interface to query the database and network elements to perform debugging and error correction [Abstract]. In particular, Jost discloses the additionally recited feature of wherein displaying the advice window comprises displaying an offer to change the user entry of text (e.g., Message Information: 'Error Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

As per Claim 36, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, wherein displaying the advice window comprises displaying a list, wherein the list includes a plurality of alternatives.

While the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited feature of wherein displaying the advice window comprises displaying a list, wherein the list includes a plurality of alternatives is expressly disclosed by Jost in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the service order sources, a databases and an interface to network elements that provide the communication services. The service management system also includes an interface to query the database and network elements to perform debugging and error

correction [Abstract]. In particular, Jost discloses the additionally recited feature of wherein displaying the advice window comprises displaying a list, wherein the list includes a plurality of alternatives (e.g., Message Information: 'Error Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

As per Claim 37, Mastrianni in view of Evans in view of Jost and in further view of Sunder discloses the method of claim 14, further comprising automatically changing the user entry of text to a domain name extension when the user entry of text is substantially similar to the domain name extension.

While the combination of Mastrianni and Evans discloses substantial features of the invention, as above, the additionally recited feature of automatically changing the user entry of text to a domain name extension when the user entry of text is

substantially similar to the domain name extension is expressly disclosed by Jost in a related endeavor.

Jost discloses as his invention a service management system for a communications network which accepts requests for communication services from service order sources. The service management system includes an interface to the service order sources, a databases and an interface to network elements that provide the communication services. The service management system also includes an interface to query the database and network elements to perform debugging and error correction [Abstract]. In particular, Jost discloses the additionally recited feature of automatically changing the user entry of text to a domain name extension when the user entry of text is substantially similar to the domain name extension (e.g., Message Information: 'Error Code 200001', with Descriptive / Resolution Text) [col 20, L47-61] [col 94, L1-10] (e.g., Resolution Text with Help 'Hint's ) (e.g., Logon Window) [col 96, L8-15] [Jost: Figs. 40, 45, and 46].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni and Evans with the above said added feature, as disclosed by Jost, for the motivation of facilitating service order management within a communications network [col 5, L63-66], in general, as well as to provide a querying / messaging system wherein the 'messages' comprise queries, acknowledgments, transactions types, function types, broadcasts, informational messages and error notices [col 6, L31-45], in particular.

Claims 6 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mastrianni in view of Evans, in view of Jost, and in further view of and Sunder and Emerson, U.S. Patent Publication US 2004/0036679 A1.

As per Claims 6 and 19, Mastrianni in view of Evans and in view of Jost and in further view of Sunder and Emerson discloses the connection manager of claim 1, wherein the form component further comprises a button, wherein the advice window is configured for display when the form component is available for manipulation by the user but before the manipulated form component is selected by the user.

While Mastrianni discloses substantial features of the invention such as the connection manager of claim 1, the additionally recited feature of the form component further comprises a button is disclosed by Evans in a related feature.

Evans discloses as his invention methods and arrangements that automatically display error information during a logon process or other similar process. The method and arrangements automatically display error information associated with a user input field through the use of non-modal display mechanisms within a graphical interface unit. The method and arrangements monitor user input activities and automatically stop displaying the error information upon subsequent user input. The methods and arrangements may also stop the display of the error information after a defined period of time has elapsed. A tip balloon is one type of a non-modal display mechanism that

does require the user to respond and does not interfere graphically and/or operationally with the ongoing graphical user interface supported process [Abstract].

In particular, Evans states that during a login process, a user will need to input their password in input field 110 and confirm the input by hitting ENTER on their keyboard 40, or by graphically selecting (e.g. clicking) "go" button [col 4, L21-24]. If the password is incorrect, then the authorizing program generates a corresponding error indicator or other like error data. *Corresponding Error Information 116* is then 'displayed', via error balloon 118 [col 4, L31-40].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to combine and/or modify Mastrianni's invention with the added feature of the manager wherein the form component is a button, as disclosed by Evans, for the motivation of providing error information, in a non-modal manner, within a GUI computing environment [col 1, L10-5 & 61-67].

Further, while the combination of Mastrianni, Evans, Jost and Sunder discloses substantial features of the invention such as the connection manager of claim 1, the additionally recited feature of wherein the advice window is configured for display when the form component is available for manipulation by the user but before the manipulated form component is selected by the user is disclosed by Emerson in a related feature.

Emerson discloses as his invention computer software providing a 'visual alert' to the user when the keyboard is in CAPS LOCK mode of operation by presenting either or both of a unique text insertion cursor or a unique mouse text pointer in place of the

standard text insertion cursor or mouse text pointer [Abstract]. In particular, Emerson discloses the additionally recited feature of the advice window configured for initial display when the form component is available for manipulation by the user but before the manipulated form component is selected by the user (e.g., providing an *audible / visual indicator, alert and/or 'message'* to the user that the keyboard state is in the "CAPS LOCK" mode when the user begins to type in the input text component ) [0087-089] [0092-0095] [0099-0101] [0017] [0128-0129] [Figs 7-9].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combination of Mastrianni, Evans, Jost and Sunder with the above said added feature, as disclosed by Emerson, for the motivation of providing a computer system or application software that has the means to alert a user (e.g., typist) when the keyboard is in CAPS LOCK mode [0085-0086].

Claims 7, 8, 20, and 21 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mastrianni in view of Evans, in view of Jost, and in further view of and Sunder and Friedman, U.S. Patent Publication US 2004/0148362 A1.

As per Claims 7 and 20, Mastrianni in view of Evans in view of Jost and in further view of Sunder and Friedman discloses the connection manager of claim 1, wherein the advice window minimizes upon the expiration of a time period.

While the combination of the combination of Mastrianni, Evans, Jost and Sunder discloses substantial features of the invention, such as the connection manager of claim 1 wherein a advice window is displayed if the CAPS LOCK feature is activated or if entered text fails a criteria, as well as the deactivation of the Balloon Error window 118 upon the expiration of a certain amount of time [col 4, L47-54], neither reference expressly discloses the connection manager wherein the advice window minimizes upon the expiration of a time period. The feature is taught by Friedman in a related endeavor.

Friedman discloses as his invention systems and methods for managing and aggregating media formats, and more particularly, to systems and methods that deliver functionality of many different media players via a single interface [0002]. The systems and methods of the invention can be made available to users on a subscription basis (e.g., via dial-up) [0009]. Friedman also discloses graphical user interface (GUI) 7 of a universal media player. The GUI incorporates visual controls such as *icons*, pull-down menus, pushbuttons, a cursor, and a mouse. Friedman teaches that GUI 7 can be displayed "full-screen", and can function while reduced to some fraction of available screen area, or while completely *minimized* or "icon-sized" [0047-0048].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the the combination of Mastrianni, Evans, Jost and Sunder with the feature of the connection manager wherein the advice window minimizes upon the expiration of a time period, as disclosed by Friedman, for the motivation of remotely obtaining the most recent versions of media formats such that updates are provided via

a single network interface between the client device and the remote server [Abstract] [0002].

As per Claims 8 and 21, Mastrianni in view of Evans in view of Jost and in further view of Sunder and Friedman discloses the connection manager of claim 1, wherein the advice window minimizes to an icon.

While the combination of the combination of Mastrianni, Evans, Jost and Sunder discloses substantial features of the invention, such as the connection manager of claim 1 wherein a advice window is displayed if the CAPS LOCK feature is activated or if entered text fails a criteria, as well as minimizing upon the expiration of a time period, the additionally recited feature of the connection manager wherein the advice window minimizes to an icon is taught by Friedman in a related endeavor.

Friedman discloses as his invention systems and methods for managing and aggregating media formats, and more particularly, to systems and methods that deliver functionality of many different media players via a single interface [0002]. The systems and methods of the invention can be made available to users on a subscription basis (e.g., via dial-up) [0009]. Friedman also discloses graphical user interface (GUI) 7 of a universal media player. The GUI incorporates visual controls such as *icons*, pull-down menus, pushbuttons, a cursor, and a mouse. Friedman teaches that GUI 7 can be displayed "full-screen", and can function while reduced to some fraction of available screen area, or while completely minimized or "icon-sized" [0047-0048].

It would thus be obvious to one of ordinary skill in the art at the time of the invention to modify the combined invention of Mastrianni, Evans, Jost and Sunder with the feature of the connection manager wherein the advice window minimizes to an icon, as disclosed by Friedman, for the motivation of remotely obtaining the most recent versions of media formats such that updates are provided via a single network interface between the client device and the remote server [Abstract] [0002].

#### **(10) Response to Argument**

##### **Claims 1, 14, 7, 8, 20 and 21**

With regards to the claims, and claim 1 in particular, Applicant firstly argues that none of the prior art references applied by the Office in rejecting the claim (Mastrianni, Evans, Jost, Sunder), either alone or in combination, teaches or discloses a particular feature of claim 1, which currently recites in part "an advice window being selectively displayed after the user entry of text fails to match one of a plurality of known domain name extensions." The Office respectfully disagrees and submits that Applicant has misinterpreted and/or not fully considered *all* of the teachings and disclosures of the prior art references. The Office also asserts and maintains that above claim feature argued by Applicant is sufficiently taught by the combined teachings of the prior art reference(s) consistent with the language of the current claim recitation.

With regards to the claim, and in support of his argument that neither Mastrianni, Evans, Jost, nor Sunder, either individually or in combination, discloses the above recited feature of claim 1, Applicant firstly remarks that Mastrianni discloses an input screen that allows a user to specify information (e.g., "account name, user ID, and password" information) but does not disclose an "advice window selectively displayed after the user entry of text fails to match on of a plurality of known domain name extensions", as recited by the claim.

With respect to the Evans prior art, Applicant remarks that "Evans discloses a *non-modal error balloon* that is selectively displayed within a graphical user interface display in an attempt to assist a user in logging on to a computer (Evans: col 3, L52-56). Further, if there is an error, the user is told of the error and is provided with a suggestion about retying the password with the caps lock key off" (Evans: col 3, L56-58). However, Applicant remarks that "displaying an error balloon suggesting that a user retype a password is 'different' from selectively displaying an advice window after a user entry of text fails to match one of plurality of know domain name extensions".

Concerning the Jost prior art, Applicant remarks that even while Jost expressly teaches and discloses "providing a visual alert to a user when the keyboard is in a CAPS Lock mode of operation by presenting either or both of a unique text insertion cursor or a unique mouse pointer in place of a standard text insertion cursor or mouse text pointer"; providing a visual alert to a user in the event that the keyboard is in a

CAPS Lock mode of operation is 'different' than the argued feature of "displaying an advice window after a user entry of text fails to match one of plurality of known domain name extensions".

With respect to the Sunder prior art, Applicant remarks that while Sunder expressly teaches and discloses for example: a) Figure 6, disclosing a graphical end-user interface (GUI) presented to the customer to allow input of basic settings" including user specification of a *pre-fill domain name* and/or a *default authentication domain name* (i.e. 'username@domainname'); b) Figure 8, disclosing "a GUI presented to the customer to allow specification of dialer connection actions"; c) Figure 15, disclosing "a flow chart detailing a phone book generation process performed by a phone book generator tool"; d) Figure 16, disclosing "a diagram of system architecture"; e) Figure 17, disclosing "a GUI presented on a client machine that constitutes a main dialog box of a dialer"; and f) Figure 19, disclosing "a GUI presented on the client machine that prompts the end-user for end-user information" and which "is automatically displayed if the end-user dials an access point without providing all the required end-user information" – displaying a graphical end-user interface if all the required end-user information is not provided 'is not the same' as "displaying an advice window after a user entry of text fails to match one of plurality of known domain name extensions".

The Office respectfully disagrees and respectfully submits that the combined teachings and disclosures of Mastrianni, Evans, Jost, and/or Sunder properly discloses the above argue feature, in accordance with the language of the current claim recitation.

In response to the arguments, the Office firstly remarks and significantly that the claimed invention is expressly directed towards "a connection manager that includes a dialer configured to interact with a modem to provide connection to a service provider. The connection manager includes a graphical user interface (GUI) and an advice window. The GUI is configured to manipulate 'parameters' associated with the connection, and includes a form component. The advice window is 'responsive' to user actions associated with the form component." [Application 'Abstract'] [0006].

As described by the written description for the claimed invention, the claimed invention seeks to resolve certain 'problems', such as:

the problem arising from "entering login information and access data for use by the dialer. Errors in in login IDs, user IDs, passwords, email addresses and 'other similar data' leads to connection errors that both waste system resources and frustrate users." [Application: 0003]

"Another problem arises when system parameters and dialer settings are incorrect, incompatible, or have other errors such that an effective connection is not made, which also lead to wasted resources and frustrated users ..." [Application: 0004]

A further problem arises in selecting access points. Many Internet service providers offer multiple phone numbers for dial-up access. Ineffective selection of phone numbers often leads to many failed connection attempts... In addition, large Internet service providers may use third party access points on a contract basis for use during peak usage periods. Over utilization of these contracted access points and underutilization of the ISP-owned access points may lead to excessive 'costs' associated with providing Internet service."

[Application: 0005]

With respect to the above general description and interpretation of the claimed invention, the Office asserts that the combined teachings of Mastrianni, Evans, Jost, and/or Sunder, sufficiently discloses that above argued claimed feature of "displaying an advice window after a user entry of text fails to match one of plurality of known domain name extensions" in accordance with the claim language and the written description on which the claims are based.

Similarly, and in view of the above description for the claimed invention, Mastrianni discloses as his invention a software facility for administering and executing connectivity and information management tasks for a portable device, including modules for selectively adding, deleting, and edition a location object, and a module for selectively initiating a request for connection, disconnection, and information synchronization, based on the location object [Abstract] [col 2, L61 – col 3, L18]. With reference to Fig. 2, Mastrianni discloses that his invention comprises three modules: Location Manager 204, Synchronization Manager 206, and Connection Manager 208 [col 4, L65 – col 5, L2].

Significantly, Mastrianni expressly teaches that "Connection Manager 208 provides 'connectivity' functionality to establish a network connection using a modem 212, a token-ring card 214 and an Ethernet card 216, and also provides a graphical user interface (GUI) to enable a user to 'initiate synchronization'" [col 5, L18-22]. The Connect Button 302 of Connection Manager 208 instructs Connection Manager 208 to 'establish a connection to the network'. Based on available user preferences stored in the current location, 'establishing a connection' may entail dialing out via a modem, or setting up a network connection either using a token-ring or Ethernet adapter. [col 5, L31-40]. Mastrianni additionally teaches that user selection of the Location Manager button 306 presents the user with the GUI of Figure 4. Location Manager 204 allows a user to create and add new location(s), including assigning a name to configure

information for the location [col 5, L62 – col 6, L9]. With respect to Figures 6-8, Mastrianni expressly discloses an 'interface' for a user to specify, inter alia, TCP/IP and Dial-Up information for a location [col 6, L35-38]. With reference to step 706, Mastrianni expressly teaches that a user may specify whether to use the Domain Name Server (DNS) for the specific location, and, if enabled, a user must specify a "domain name" (i.e., "Wilson.IBM.com" and/or "dmobile"), along with a Host name, DHCP Server name, DNS Search Order and Domain Name Suffix order [col 6, L47-54]. Mastrianni thus at the very least expressly discloses the particular feature of "one of a plurality of domain name extensions" as part of his invention, including the claim features of the 'dialer' and 'graphical user interface', as recited by claim 1.

The Office also secondly notes and remarks that the above argued feature is also alternatively disclosed by at least Sunder. As part of his invention, Sunder expressly teaches that a user may supply a 'default authentication domain' (e.g., "username@domainname") [Fig. 6] [0058], as well as 'customize' a customized dialer\_150 by providing required end-user information (i.e., username, 'domain', and a password) in order to establish a connection with the internet (e.g., 'User Info' for Internet Login, requiring 'Username', 'Domain Name' and a 'Password') [0094] [Fig. 19]. The argued limitation of "one of a plurality of domain name extensions" is thus also expressly and alternatively taught by Sunder.

The Office further asserts and maintains that the remaining argued feature of "an advice window being selectively displayed after the user entry of text fails to match 'one of a plurality of known domain name extensions' (e.g., such as the 'domain names' disclosed by Mastrianni's invention)" is expressly disclosed by the teachings and disclosures of at least Evans and/or Jost. The argued feature of a 'matching rule' to determine whether user input or entry of text to required fields of a form such as a 'login' window (e.g., User ID, Password or 'other required data', such as a Domain Name) is expressly resolved by Evans, for example. In this regard, the Office first notes Applicant's own description for what is considered to be a 'correct' or 'matching' Member ID (alternatively 'User ID') / Password field entry by a user as required by a form [Application: Figs. 7-9]:

"The connection manager may include advice window elements that may be displayed in conjunction with the graphic user interface. Figs. 7 and 8 depict exemplary embodiments of these advice window elements. In one exemplary embodiment, Fig. 7 depicts an 'advice window' element associated with a password entry box. In this example, a test is performed to determine whether the CAPS Lock keyboard entry is 'active' (enabled) when a user is entering information into the password entry box. If the CAPS Lock keyboard entry is active, an advice window is displayed 'warning' the user. In this manner, an 'error' may be

prevented that would lead to a connection failure..."

[Application: 0043] [0051]

Based on the above description and exemplary embodiment, it is clear that an example of an user entry 'error' or a user 'incorrectly' inputting text information to a Member ID (User ID) / Password field of a form is when the user- entered text information is entered in an "all CAPS" mode, as illustrated in Fig. 7 of the claimed invention. In other words, a Member ID (User ID) / Password entered by a user in response to a requirement by a login window or form may be considered 'incorrect' or 'not matching' if the information required is 'case-sensitive' and the user-entered text information is not in accordance with the requirement , as illustrated by Figure 7 of the application.

As such, the Office remarks and asserts that not only is this expressly taught by Evans, as will be discussed below, but this is also obvious to one of ordinary skill in the art in view of the well-known fact that a 'binary bit-representation' of a given text string that is 'capitalized' is unique and 'different' from a bit representation of the same text string that is 'not capitalized'. Text string information entered by user that is 'not capitalized' cannot be considered to be a 'match' with the same text string information that is 'capitalized' if the required text string information is 'case-sensitive', for example.

Further, Applicant also makes it expressly clear that

"In the case of the User ID ('Member ID') box, another test may be determined if the Member ID is validated, as shown in step 910. If the extension does not 'match' known domain extensions, as shown in step 912, the user may be presented with an advice window encouraging the correction of Member ID. In some exemplary embodiments this may include suggesting an alternative, offering to change the Member ID to a known alternative, and providing a list of alternatives..."

[Application: 0052]

Based on the above description and exemplary embodiment, it is also thus expressly clear that another 'example' of what is considered to be a user text entry 'error' to required Member ID (User ID) / Password fields of a login window or form is when the Member ID (User ID) / Password information entered by a user is spelled incorrectly (or 'misspelled').

In view of the above exemplary embodiments for user-inputted text 'errors' to a form or login window, the Office nonetheless asserts and strongly remarks that the claimed invention's recitation of "user text entry that does not 'match' one or more of a plurality of known domain name extensions" does not expressly state the specific rule or 'criteria' for what would be considered to be a 'match' between the 'user-inputted text information' of Member ID (User ID) / Password information and stored or known

configured Member ID (User ID / Password) information. The claim recitation of a 'match' between user-entered text for User ID, Password, or Domain Name information and that of system-stored or known User ID, Password or Domain information is broad and, at best, requires that user-entered text version of the information and the system-stored or configured version of the User ID, Password, Domain Name information be 'correct' or 'identical' spelling-wise and/or case-sensitive wise. The argued and recited claim limitation of "displaying an advice window after a user entry of text fails to match one of plurality of known domain name extensions" does not expressly state the 'matching' requirement / criteria (i.e. entering user text correctly 'spelling' User ID / Password/ Domain Name only, or entering user text correctly 'spelling' of User ID / Password/ Domain Name in combination / in accordance with 'case sensitivity' specifications {requiring both proper spelling and case-sensitivity compliance} to arrive at a 'true' / 'false' determination of whether the user inputted text and the stored configuration information are a 'match').

Accordingly, the Office asserts that the additional argued claim feature of "displaying an advice window after a user entry of text fails to match one of plurality of known domain name extensions" is expressly disclosed by Evans. Evans discloses as his invention "methods and arrangements that automatically 'display error information' during a logon process or other similar process. The methods and arrangements automatically display error information associated with user input field through the user of non-modal display mechanisms within a graphical user interface (GUI). An alert /

warning or 'tip balloon' may be displayed in response to user input error and is an example of one type of non-modal display mechanism that does require the user to respond but does not interfere graphically and/or operationally with the ongoing GUI supported process [Abstract] [col 2, L1-22]. Specifically, Evans expressly discloses the additional argued feature of displaying an advice window (e.g., Error / Tip Balloon 118) after a user entry of text fails to match known or stored configuration information (e.g., User Identifier and/ or Password) [col 3, L50 – col 4, L65]. As can be seen from Fig. 2, Evans expressly discloses Error / Tip Ballon 118 notifying the user of the input error and gives 'advice' on how to resolve the 'error' for entry of information into an input field, such as for a required password. The argued feature of "displaying an advice window after a user entry of text fails to match one of plurality of know domain name extensions" is thus expressly disclosed by Mastrianni in view of Evans, and the Office again maintains the rejection of the claim for at least the reasons above.

Dependent claims 7, 8, 20 and 21 depend from their respective independent parent claims, inheriting all of their features, and the rejection of the dependent claims are accordingly maintained at least for the same reasons provided above for claims 1 and 14, the base claim being unpatentable over the cited prior art references.

Claims 9 and 22

With regards to the dependent claims, and claim 9 in particular, Applicant argues that the claim has additional features not found in prior art references applied by the Office in rejecting the claim (Mastrianni, Evans, Jost, Sunder), either alone or in combination. Specifically, Applicant remarks that none of the prior art references teach or disclose "that each of the phone number in a list of phone numbers have an associated priority" as recited by claim 9. The Office respectfully disagrees and submits that Applicant has misinterpreted and/or not fully considered *all* of the teachings and disclosures of the prior art references. The Office also asserts and maintains that above claim feature argued by Applicant is sufficiently taught by the combined teachings of the prior art reference(s) consistent with the language of the current claim recitation.

In response to Applicant's argument that none of the prior art references teach or disclose the above argued claim feature, the Office firstly remarks that the claims 9 and 22 depend from their respective independent parent claims, inheriting all of their features, and the rejection of the dependent claims are accordingly maintained for at least the same reasons provided above for claims 1 and 14, the base claim being unpatentable over the cited prior art references.

Secondly, with regards to the argued feature of the claims, the Office notes Applicant's own description or exemplary embodiment for "each of the phone number in a list of phone numbers having an associated priority":

"Each number in the set four priority numbers may represent a characteristic that provides 'priority' to a given phone number. For example, one of the set of four priority numbers may be a 'ranking' associated with an area code (for example).... In another example, a priority number may represent a 'prefix' specific to a local access point. One of the four priority numbers may also be used to specify whether the access number is provided by the ISP or by a contract Point of Presence (POP) provider. Using such an access prioritization, the ISP may reduce 'costs' associated with POP provider contacts..."

[Application: 0052]

In light of the above description, the Office remarks that the argued feature of "each of the phone number in a list of phone numbers have an associated priority" is disclosed by Mastrianni and Evans in further view of at least Sunder. Sunder discloses as his invention a "method and systems to secure a connection application in a multi-party access environment including a plurality of service providers. The method includes generating a 'customized' connection application..." [Abstract] [Fig. 16]. In particular, Sunder expressly teaches and discloses as part of his invention customization system 10 [Fig. 1A] that includes web server 100, database server 105, and update server 113. The web server 100 contains a phonebook generation tool 115, responsible for phonebook generation update and 'customization', and a customization tool 120 responsible for customization of a 'dialer' for the purpose of establishing a

connection between a client and server computer, or between peer computers in a network..." The database server 105 contains a customer database 125, a phonebook database 130, profile database 135, ad a phonebook customization database 140, and customer phonebook database 145" [Sunder: 0046-0048].

Sunder also expressly teaches with respect to Figure 9 that "in one embodiment, the list of POPs to be added to the phonebook of the customization center 10 may be created through a text editor. Each POP to be added may be identified by 'parameters' including, among others, the '*area code*' of the phone number for the POP, the '*price*' (cost) to be charged for the utilization of the POP, the '*prefix / suffix*' used for routing the authentication request, etc. [Sunder: 0068]. Significantly, Sunder expressly teaches that the phonebooks contain all the POPs in a service provider network, excluding the POPs 'filtered' as per the filtering value associated to the pricing plan (block 1540) [Fig. 15], and that "the customer may further apply '*custom filtering and pricing rules*' to the phonebooks to arrive at their '*customized phonebooks*'. [0069-0070]. Accordingly, the Office asserts that the argued feature of "each phone number in a list of phone numbers (e.g., POP phone numbers) may have an associated 'priority' (e.g., 'ranking' of the phone numbers according to a default or user-customized POP 'pricing rule', for example), is expressly disclosed by Sunder, as explained. The Office thus maintains its rejection of the claim for at least this reason.

Claims 25 and 30

With regards to the dependent claims, and claim 25 in particular, Applicant argues that the claim has additional features not found in prior art references applied by the Office in rejecting the claim (Mastrianni, Evans, Jost, Sunder), either alone or in combination. Specifically, Applicant remarks that none of the prior art references teach or disclose a connection manager “wherein a query is configured to ask permission from a user to allow the error handling component to perform one or more actions when applying the diagnostic logic to address the error associated with the dialer”, as recited by claim 25. The Office respectfully disagrees and submits that Applicant has misinterpreted and/or not fully considered *all* of the teachings and disclosures of the prior art references..

In response to Applicant’s argument that none of the prior art references teach or disclose the above argued claim feature, the Office remarks that the above argued claim feature is expressly disclosed in further view of at least Jost. Jost discloses as his invention an “a service management system for a communications network which accepts requests for communications services from service order sources...The service management system includes an interface to the service order sources, a database, and an interface to network elements which provide the communication services. The service management system also includes an interface to ‘query’ the database and network elements to perform debugging and error correction.” [Jost: Abstract]. Significantly, Jost expressly teaches and discloses as part of his invention a Logon Window, which accepts a User ID of 6 characters and Password of 6 to 8 characters

[Figs. 45-46]. In this regard, Jost also expressly discloses *Error Message Display* [Fig. 40] which "displays specific error information for a give error or error code (e.g., error Message Information for code '200001')...The Descriptive Text is a general description of this error and the 'resolution text' should give the user 'what actions' need to be taken in order to correct this error." [Jost: col 94, L1-10]. In another embodiment, Jost expressly teaches that 'Resolution Text' gives the user 'hints' (help suggestions / advice) on how to solve the order that erred out" [Jost:col 94, L20-24]. As can be seen in Fig. 40, Jost provides suggested or recommended 'resolution text' help / hint advice (e.g., "No Action Required. Call Administration for status." ) for the specific error encountered.

In view of the above teachings by Jost, as well as Evans' disclosure of an error indicator and 'help / hint balloon' with a message suggesting advice for resolving the issue, the Office asserts that that the argued and recited feature of providing a suggested 'resolution action' to an error is expressly disclosed by Jost. The Office also remarks that is also obvious to one of ordinary skill in the art that such a recommended / suggestion 'resolution text' may include a message specifically "asking permission from user" to perform a error resolution action, such as "calling an application specific error help through a DCI service call" or automatically displaying a windows help file, as expressly disclosed by Jost [col 97, L3-10], for example. The Office thus maintains is rejection of the claims for at least the reasons provided for the above argued claim feature.

Claims 28 and 31

With regards to the dependent claims, the Office firstly remarks that claims 28 and 31 depend from their respective independent parent claims, inheriting all of their features, and the rejection of the dependent claims are accordingly maintained for at least the same reasons provided above for claims 25 and 30, the base claim being unpatentable over the cited prior art references.

Further, with regards to the dependent claims, and claim 28 in particular, Applicant argues that the claim recites an additional feature not found in prior art references applied by the Office in rejecting the claim (Mastrianni, Evans, Jost, Sunder), either alone or in combination. Specifically, Applicant remarks that none of the prior art references teach or disclose a method comprising "manipulating a parameter using an error handling component in response to a user action associated with the error handling user interface", as recited by claim 28. The Office respectfully disagrees and submits that Applicant has misinterpreted and/or not fully considered *all* of the teachings and disclosures of the prior art references.

In response to Applicant's argument that none of the prior art references teach or disclose the above argued claim feature, the Office remarks that the above argued

claim feature is expressly disclosed in view of at least Evans or Jost, as discussed previously above.

In view of the above teachings by Jost, such as the features of an Error Message Display [Fig.40], a Help Message Window [Fig. 46], and 'Resolution Text' suggesting / or recommending 'actions' to be taken to resolve the error incurred - as well as Evans' disclosure of an error indicator and 'help / hint balloon' with a message 'suggesting' advice for resolving the issue, the Office asserts that that the argued and recited feature of "manipulating a parameter using an error handling component in response to a user action associated with the error handling user interface" is an obvious modification in light of Jost and/or Evans. In this regard, The Office asserts that it would be obvious to one of ordinary skill in the art for the invention of Evans and/or Jost to suggest or perform an particular error resolution action, such as "manipulating a parameter using an error handling component in response to a user action". Evans discloses an invention wherein a user is 'required' to respond to a display of an 'error help balloon / window'; Jost expressly discloses suggesting / or recommending specific courses of 'action(s)' to be taken to resolve an error incurred via 'Resolution Text' or a Help Message (thus, it would also be obvious that one such 'message' would be a recommendation to "manipulate a parameter by an error handling component in response to a user action {i.e. providing 'permission' to perform the recommended resolution action, as disclosed by Jost and previously discussed above} ). The Office

thus maintains is rejection of the claims for at least the reasons provided for the above argued claim feature.

Claims 6 and 9

With regards to the dependent claims, the Office firstly remarks that the claims 6 and 9 depend from their respective independent parent claim, inheriting all of their features, and the rejection of the dependent claims are accordingly maintained for at least the same reasons provided above for claim 1, the base claim being unpatentable over the cited prior art references.

Further, with regards to the dependent claims, and claim 6 in particular, Applicant argues that the claim has an additional feature not found in prior art references applied by the Office in rejecting the claim (Mastrianni, Evans, Jost, Sunder), either alone or in combination. Specifically, Applicant remarks that none of the prior art references teach or disclose "an advice window configured for display when the form component is available for manipulation by the user and before a button is selected by the user", as recited by claim 25. The Office respectfully disagrees and submits that Applicant has misinterpreted and/or not fully considered *all* of the teachings and disclosures of the prior art references.

In response to Applicant's argument that none of the prior art references teach or disclose the above argued claim feature, the Office remarks that the above argued claim feature is expressly disclosed in further view of at least Emerson. Emerson discloses as his invention an "a computer software providing a visual alert to a user when the keyboard in the CAPS Lock mode of operation by presenting either or both of a 'visual' unique text insertion cursor or unique mouse text pointer in place of the standard text insertion cursor or mouse text pointer [Emerson: Abstract] [Fig. 10]. Significantly, Emerson expressly teaches and discloses as part of his invention that in one embodiment, an audible or visual 'alert' is given to a user "when they begin to type while the keyboard is in a CAPS Lock mode" (e.g., a keyboard might generate a software signal or 'message' to which the computer will respond by creating an audible sound, or the user may be given a 'visual indication' that the keyboard is in a CAPS Lock mode.) [0088-0089] [0092-0093]. However, Emerson also expressly teaches and discloses that his invention "provides for the presentation of a unique shape of either or both the text insertion cursor and the mouse text pointer when the CAPS Lock key is on." (e.g, non-standard "I-Beam / Caps Lock" text cursor or mouse text pointer [0095]. Emerson does not teach or specify that the presentation of the 'unique shape' text insertion / mouse text cursor is performed "while a user begins to type and while the keyboard is in a CAPS lock mode". Instead, he teaches that the 'unique shape cursor' generally appears when the keyboard 'state' is in a CAPS Lock mode as an 'alert' or 'warning indicator'. Thus, an alert 'indicator' or visual 'message' (advice window) may appear "before a button is selected by a user" as required by the claim.

In view of the above teachings and disclosures, the Office asserts that that the argued and recited feature of providing an advice window configured for display when the form component is available for manipulation by the user and before a button is selected by the user is expressly disclosed by at least Emerson, and the Office thus maintains is rejection of the claims for at least the reasons provided for the above argued claim feature.

**(11) Related Proceeding(s) Appendix**

No decision rendered by a court or the Board is identified by the examiner in the Related Appeals and Interferences section of this examiner's answer.

**(12) Conclusion**

For the above reasons, having shown that applied prior art reference(s) expressly teaches and discloses all the recited features of argued independent claims, as well as the recited features of the argued dependent claims from which they are depending, the Office firmly asserts that the rejection of the claimed invention in view of the prior art reference(s) should be sustained.

Respectfully submitted,

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